



User Manual

Infrastructure NOC

Customer Portal

Version: 2.0



DEWA Strategy Direction

Our Vision

“ A Sustainable Innovative World-Class Utility”

Our Mission

“We are committed to the happiness of our stakeholders and promoting Dubai’ s vision through the delivery of sustainable electricity and water services at a world-class level of reliability, efficiency and safety in an environment that nurtures innovation with a competent workforce and effective partnerships; supporting resources sustainability.”

Our Motto

“For Generations to Come”

Our Values

- Stakeholders Happiness
- Sustainability
- Innovation
- Excellence
- Good Governance

TABLE OF CONTENTS

1. Legend	04
2. Manual Objectives	05
3. Description	05
4. System Requirements	06
5. How to Navigate?	07
6. How to Register & Update Profile/Expired Trade License?.	08
7. Forget Password	11



8. How to Login?	12
9. Owner Registration	13
9.0.1 Create Owner.....	14
9.0.2 Search / Relate Owner.....	15
10. Infrastructure NOC Service	17
10.1.1 RTA eNOC (Manual)	18
10.1.2 Non RTA NOC Applications	21
11. Track your Application.....	26
12. NOC Resubmission	29
13. Attachments Downloading.....	31
14. Contact Us	34

1. LEGEND

Frequently used symbols / icons and commands in Transactions.

Symbols	Meaning of symbols and Commands
	Increase and decrease font on page
	Submit Any application
	Cancel application
	Return back to previous Screen

2. MANUAL OBJECTIVES

Objective of this manual is to provide the hands on experience of the Infrastructure NOC Customer Portal transactions to the users.

3. DESCRIPTION

Infrastructure NOC Customer Portal is exclusively designed for Consultant, Contractor, Private Developers and Govt. Organization to apply and track the NOC applications online. Infrastructure NOC Customer Portal will cover the below NOC categories which can be submitted to DEWA.

NOC Category	Description
Infrastructure NOC	NOC' s which do not require RTA eNOC reference number.
RTA eNOC (Manual)	NOC' s which are applied in RTA eNOC portal for Manual Submission.
RTA eNOC (Digital)	NOC' s which are applied in RTA eNOC portal for digital submission *Re-submission can be done through this portal.



4. SYSTEM REQUIREMENTS

To access the eService Website, we recommend your computer meets the following requirements:

Computer requirements

Your computer must have at least 1GB RAM, 100MB disk space, 133MHz, and Internet access.

Modem Requirements

The minimum speed requirement for a modem to access eService is 28.8Kbps, although we recommend using 56.6Kbps or higher speeds for optimal performance.

Web Browser Requirements

For the best eService experience we recommend you access the eService site using Microsoft® Internet Explorer – version 6.0 or higher and pop-up should be enable.

The following are known browsers or platforms that are not officially supported by eService:

- America Online®
- Netscape Navigator®
- Microsoft® Internet Explorer – lower than version 6.0
- Certain Sun Microsystems applications, such as, Hot Java Browser and StarOffice Browser
- Web TV
- Browsers for the blind (screen readers or braille-writers)
- Browsers that disable JavaScript
- Browsers that do not support JavaScript
- Other browsers, such as, Opera, Mozilla, IE-derivatives MSN Explorer & NeoPlanet, and any other browser that supports HTML 4.0, CSS 1.0, and JavaScript 1.0 should be able to run eService. However, these browsers are not officially supported platforms and therefore, results vary compared to those of supported browsers and platforms.

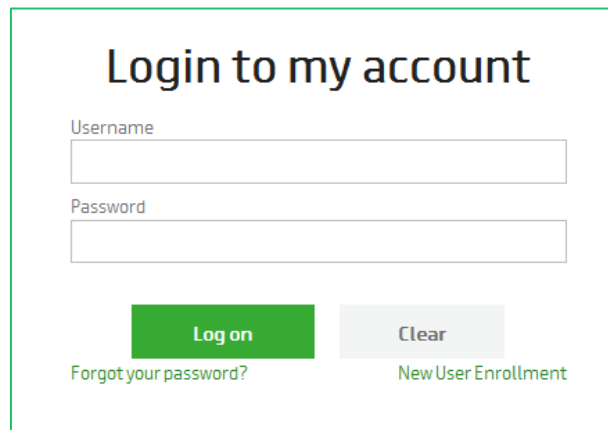


5. HOW TO NAVIGATE?

Infrastructure NOC Customer Portal is specially designed for Consultant, Contractor and Government Organization to serve his customer with full satisfaction. Consultant, Contractor and Government Organization needs to be register with DEWA for availing various services offered by DEWA.

To navigate you need to go to <https://new.dewa.gov.ae/en/consultants-and-contractors>

Availing Upon logging into the portal, please go to the Consultants & Contractors tab. Select My Account and a new page will open which will direct you to the login screen.



The form is titled "Login to my account". It contains two input fields: "Username" and "Password". Below the "Password" field is a green "Log on" button and a grey "Clear" button. At the bottom, there are two links: "Forgot your password?" and "New User Enrollment".

6. HOW TO REGISTER / UPDATE PROFILE / UPDATE EXPIRED TRADE LICENSE?

The enrolment process is applicable for following application category

- Infrastructure NOC

Prerequisite

- Valid Trade License

Note: – Existing users registered under with any enrolment category with DEWA need not to register for using Infrastructure NOC enrolment. However, for any additional role, update existing profile details, and for expired trade license update, you can login and use update profile option.



Steps for Registration

Step 1: Click on New User Enrolment

Step 2: Select Infrastructure NOC from the Application Category from drop down list.



Step 3: Enter all mandatory fields.

Enrollment Application From

Application for Enrollment

Application Category *
Consultant - General

Consultant-General should have Trade License issued by Department of Economic Development - Government of Dubai.

Company Full Name *
Test Company
as per Trade Licence

P.O Box *

Street Number

Street Name

Office Location/Area *

City
Dubai

Telephone *
(04##### eg. 041234567) Ext

Fax *
(04##### eg. 041234567)

Email *
(e.g. yourname@emirates.net.ae or yourname@companyr)

Note: Only company /etisalat email address is allowed.

Trade Licence Number *

Date of Issue *
(DD.MM.YYYY eg. 02.02.2010)

Date of Expiry *
(DD.MM.YYYY eg. 02.02.2010)

Company Activity Description *

Applicant's/Engineer's Details

Applicant Name *
as per passport

Nationality *

Designation *
--Select From the List--

Department *
--Select From List--

Mobile Number *
(050##### e.g. 0501234567 or 055##### e.g 0551234567)

User Details

UserName *

Password *
Should be between 6-16 characters. Can contain alphabets and numbers ,eg '@#Sabc123'

Confirm Password *
Should be between 6-16 characters. Can contain alphabets and numbers ,eg '@#Sabc123'

Documents to Upload

Only Valid PDF attachments are allowed by DEWA

Trade License *
Browse...

Applicant/ Engineer's Passport along with Visa Page *
Browse...

All * Fields are Mandatory *

☐ By registering for a user account, you explicitly agree to DEWA site [Terms of use](#)
Registration data and other personally identifiable information that the site may collect is subject to the terms of the DEWA [Privacy policy](#).

Submit
Reset

Step 4: Submit application



All * Fields are Mandatory *

☐ By registering for a user account, you explicitly agree to DEWA site [Terms of use](#)
Registration data and other personally identifiable information that the site may collect is subject to the terms of the DEWA [Privacy policy](#).

Submit Reset

Note

- System will automatically send SMS & E-mail.
- Submitted application will undergo through approval process in DEWA.
- Upon approval, system will automatically send notification.
- All * are mandatory fields in the application.

7. FORGET PASSWORD

For resetting password please follow below steps

Step 1: Click on Forget your password.

Step 2: Enter your Login ID.

Step 3: Enter valid e-mail ID.

Step 4: Press Submit.

Note: System will automatically confirm the password assigned to your user id.

8. HOW TO LOGIN?

Accessing Infrastructure NOC Customer Portal, you need to use your credentials approved by DEWA e.g. User ID and Password.

Steps for Login into Infrastructure NOC Customer Portal

Step 1: Enter your User Id



Step 2: Enter your Password

Step 3: Press Log on Button

My Account Services Circulars & Regulations Innovation Help & Support

Welcome

Business eServices
New User Enrollment
Forgot Password
FAQ
Support
User Manual

DEWA Consultants & Contractors Portal

Login to my account

Username

Password

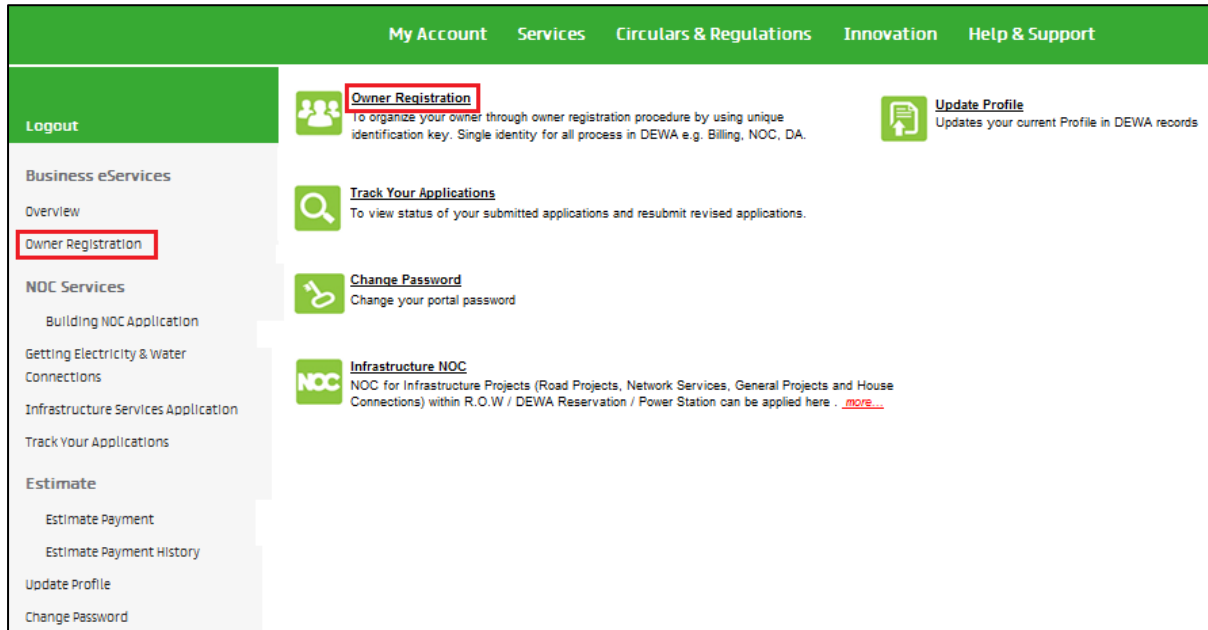
[Log on](#) [Clear](#)

[Forgot your password?](#) [New User Enrollment](#)



9. OWNER REGISTRATION (CLIENT REGISTRATION)

Organize your owner through owner registration procedure by using unique identification key e.g. Emirates ID. Single identity for all process in DEWA e.g. Billing, NOC, DA etc.



Prerequisite

- Valid User ID and Password.
- Valid Emirates ID.

9.0.1 CREATE OWNER (IF NOT AVAILABLE IN DEWA REPOSITORY)

Step 1: Press Create owner Button



My Account Services Circulars & Regulations Innovation Help & Support

Azaz Ali
Logout

Business eServices

Overview

Owner Registration

NOC Services

Building NOC Application

Getting Electricity & Water Connections

Infrastructure Services Application

Track Your Applications

Estimate

Estimate Payment

Estimate Payment

Owner Registration

Select Identification Type for the Owner: Trade License No. [Govt Organizations Help](#)

New Owner Details

Owner Type * ☒ Individual ☐ Organization

First Name *

Last Name *

P.O Box *

Street Number

Street Name

Office Location/Area *

City *

Telephone * Ext

Mobile Number *

Fax

Email *

Note: Only company and etisalat email address is allowed.

Valid Trade License No. *

Step 2: Select Owner Type (Individual - For Individual Customer and Organization - Company etc.)

My Account Services Circulars & Regulations Innovation Help & Support

Azaz Ali
Logout

Business eServices

Overview

Owner Registration

NOC Services

Building NOC Application

Getting Electricity & Water Connections

Infrastructure Services Application

Track Your Applications

Estimate

Estimate Payment

Estimate Payment

Owner Registration

Select Identification Type for the Owner: Trade License No. [Govt Organizations Help](#)

New Owner Details

Owner Type * ☒ Individual ☐ Organization

First Name *

Last Name *

P.O Box *

Street Number

Street Name

Office Location/Area *

City *

Telephone * Ext

Mobile Number *

Fax

Email *

Note: Only company and etisalat email address is allowed.

Valid Trade License No. *

Step 3: Enter all mandatory information e.g. First Name, Last Name etc.

Step 4: Press submit.



My Account Services Circulars & Regulations Innovation Help & Support

Azaz Ali Logout

Business eServices
Overview
Owner Registration

NOC Services
Building NOC Application
Getting Electricity & Water Connections
Infrastructure Services Application

Search Owners Create Owner Display Owner Relate Owner

New Owner Details

Note: Only company and etisalat email address is allowed.

Valid Trade License No * (eg. 123456)

Valid Trade License Issue Date * (eg. 02.02.2010)

Valid Trade License Expiry Date * (DD.MM.YYYY eg. 02.02.2010 (2nd-Feb-10))

Additional Information

Owner Trade License Scan Copy * Browse...

Note: Only 'PDF' file formats allowed

Owner's Authorization Letter * Browse...

Note: Only 'PDF' file formats allowed

Submit Clear

Note: You will get the system generated Unique Number which can be referred any time in DEWA for reference purpose.

9.02 SEARCH EXISTING OWNER AND HOW TO RELATE THEM UNDER YOUR USER PROFILE.

Step 1: Enter any of the Search parameter e.g. Driving License No, Passport No, Trade License of the existing owner.

My Account Services Circulars & Regulations Innovation Help & Support

Azaz Ali Logout

Business eServices
Overview
Owner Registration

NOC Services
Building NOC Application
Getting Electricity & Water Connections
Infrastructure Services Application
Track Your Applications

Estimate

Owner Registration

Select Identification Type for the Owner

Emirates ID Card
Emirates ID Card
Trade License No
Trade License No
Building NOC No

Search Owners Create Owner Display Owner Relate Owner Display Your Owners

List of Owners

Owner Number	Owner Name

Page 0 of 0

Step 2: Press Search owners



Select the Owner and Click 'Relate Owner' Button to make relationship !

Select Identification Type for the Owner: Trade License No. 123456 [Govt Organizations Help](#)

[Search Owners](#) [Create Owner](#) [Display Owner](#) [Relate Owner](#) [Display Your Owners](#)

Owner Number	Owner Name
10000543	ABRAR LLC
6001106	Al Manhal Engineering Consultant Amec
6002544	Al Manhal Engineering Consultant Amec
6002106	Dewa
6003165	Dewa
10000601	DEWA LLC
10000542	MANSOOR RIAZ LLC
10000568	RASHID BROS

Page 1 of 1

Step 3: Select Displayed owner

Select the Owner and Click 'Relate Owner' Button to make relationship !

Select Identification Type for the Owner: Trade License No. 123456 [Govt Organizations Help](#)

[Search Owners](#) [Create Owner](#) [Display Owner](#) [Relate Owner](#) [Display Your Owners](#)

Owner Number	Owner Name
10000543	ABRAR LLC
6001106	Al Manhal Engineering Consultant Amec
6002544	Al Manhal Engineering Consultant Amec
6002106	Dewa
6003165	Dewa
10000601	DEWA LLC
10000542	MANSOOR RIAZ LLC
10000568	RASHID BROS

Page 1 of 1

Step 4: Press Relate owner Button



Select Identification Type for the Owner: Trade License No. 123456 [Govt Organizations Help](#)

[Search Owners](#) [Create Owner](#) [Display Owner](#) [Relate Owner](#) [Display Your Owners](#)

Owner Number	Owner Name
10000543	ABRAR LLC
6001106	Al Manhal Engineering Consultant Amec
6002544	Al Manhal Engineering Consultant Amec
6002106	Dewa
6003165	Dewa
10000601	DEWA LLC
10000542	MANSOOR RIAZ LLC
10000568	RASHID BROS

Page 1 of 1

10. INFRASTRUCTURE NOC SERVICE

In this portal you can submit documents from first submission of **manually submitted RTA eNOC** <http://noc.rta.ae> and **Infrastructure NOC** (NOCs which do not require RTA number).

All **RTA eNOCs** can be tracked through this portal. **Resubmission** for digital RTA eNOCs is possible through this service.

Any **Infrastructure NOC** applied directly through this portal without RTA eNOC system **will not be processed** if such NOC is required to be applied through RTA eNOC portal as per law for working within 'Right of Way'.

All acceptable NOCs will be processed by DEWA Infrastructure Information and Permits Department for Road Projects, Network Service Projects, General Projects, and House Connections within Right of Way / DEWA reservations / DEWA Premises only.

Ensure that you select accurate NOC Type and Project Type so that checklist which will be displayed is in compliance with NOC Submission Guideline.

You can check the status of your application by using 'Track Your Application' option at any time.

Once NOC is approved, you must download approved drawings / documents attached in the NOC from this portal and approved NOC / drawings copy should be kept at site.

10.1.1 RTA ENOC (MANUAL)

Step 1: Select Infrastructure NOC.



My Account Services Circulars & Regulations Innovation Help & Support	
Azaz Ali Logout	<u>Owner Registration</u> To organize your owner through owner registration procedure by using unique identification key. Single identity for all process in DEWA e.g. Billing, NOC, DA.
Business eServices Overview Owner Registration NOC Services Building NOC Application Getting Electricity & Water Connections Infrastructure Services Application Track Your Applications Estimate Estimate Payment	<div style="border: 2px solid red; padding: 5px;"> <u>Infrastructure NOC</u> NOC for Infrastructure Projects (Road Projects, Network Services, General Projects and House Connections) within R.O.W / DEWA Reservation / Power Station can be applied here . more... </div> <u>Track Your Applications</u> To view status of your submitted applications and resubmit revised applications.
	<u>Change Password</u> Change your portal password
	<u>Update Profile</u> Updates your current Profile in DEWA records

Step 2: Select yes and input RTA eNOC number (manual NOC)



Does your proposed work require R.T.A (E-NOC) Number?

☒ Yes ☐ No

Please provide R.T.A (E-NOC) Number:

DEWA NOC No.	RTA No.	Revision No.	Date Submitted	Issue Date	NOC Type	Project Type	Client Name	Project Code	Status	Period
100000322			07.01.2015		New			test	Manual Submitted	

Page 1 of 1

Step 3: Select the applicable Project Type & NOC Type and fill all the required fields as per your project details

My Account Services Circulars & Regulations Innovation Help & Support

Azaz Ali
Logout

Business eServices
Overview
Owner Registration
NOC Services
Building NOC Application
Getting Electricity & Water Connections
Infrastructure Services Application

1 Search NOC Application 2 Search Owner 3 Submit NOC 4 NOC Number

General Information

DEWA NOC No. Reference RTA No.

Reference Dewa No. Revision No.

NOC Type Date of submission to DEWA

Information NOC
Trial Pit NOC
Preliminary Design NOC
Final Design NOC
Construction NOC
Shop Drawing NOC
Revalidation of Final Design NOC
Revalidation of Construction NOC
Revalidation of Shop Drawing NOC

Project Details

Project Type

Your Client's Name Project No.

Letter Reference No. Company Name

Status

Project Details

Project Type

Your Client's Name

Letter Reference No.

Project Name

Road Projects - RTA Asphalt & Interlock Work
Network Services - Telecommunication
Network Services - Water Distribution
Network Services - Water Transmission
Road Project - Electricity services diversion
Road Projects - Addressing Signs/Traffic Signs (Ground mount)
Road Projects - Cycle/Jogging Track
Road Projects - Extension / Protection of Ducts
Road Projects - Future Duct Works
Road Projects - Gantry/Cantilever (Traffic/Toll Gate/I.T.S)
Road Projects - Grading Works
Road Projects - Interlock Work
Road Projects - Others
Road Projects - Pedestrian Bridge
Road Projects - Private Asphalt & Interlock Work
Road Projects - Private Asphalt Work
Road Projects - Private Bridges/Interchanges/Ramps/Flyover/R
Road Projects - Private Infrastructure
Road Projects - Public Transport Projects (Bus Shelter/Bus S

Step 4: Upload the necessary documents as displayed and click submit.

Back Submit

1. If your NOC application attachments are more than 100mB, save the application as draft. Use “Track Your Application” option and search for the same NOC to upload more attachments.
2. Repeat the same process until all your attachments are uploaded.
3. Click the check box when you are ready to submit the application.
4. After successful submission, you will get confirmation by email and text message.



My Account | Services | Circulars & Regulations | Innovation | Help & Support

Azaz Ali
Logout

Business eServices
Overview
Owner Registration
NOC Services
Building NOC Application
Getting Electricity & Water Connections
Infrastructure Services Application
Track Your Applications
Estimate
Estimate Payment

DEWA Infrastructure NOC Application [Print](#)

1 Search NOC Application 2 Search Owner 3 Submit NOC 4 NOC Number

Congratulations , Your application has been successfully submitted and your application number is 0100002003

* The uploading of NOC documents to DEWA server will entirely depend on your internet connection speed.

10.1.2 NON-RTA NOC APPLICATIONS

Step 1: Select Infrastructure NOC.

My Account Services Circulars & Regulations Innovation Help & Support

Azaz Ali
Logout

Business eServices
Overview
Owner Registration
NOC Services
Building NOC Application
Getting Electricity & Water Connections
Infrastructure Services Application
Track Your Applications
Estimate
Estimate Payment

Owner Registration
To organize your owner through owner registration procedure by using unique identification key. Single identity for all process in DEWA e.g. Billing, NOC, DA.

Infrastructure NOC
NOC for Infrastructure Projects (Road Projects, Network Services, General Projects and House Connections) within R.O.W / DEWA Reservation / Power Station can be applied here . [more...](#)

Track Your Applications
To view status of your submitted applications and resubmit revised applications.

Change Password
Change your portal password

Update Profile
Updates your current Profile in DEWA records

Step 2 : Click No and then Create button.



My Account Services Circulars & Regulations Innovation Help & Support

Logout

Business eServices

Overview

Owner Registration

NOC Services

Building NOC Application

Getting Electricity & Water Connections

Infrastructure Services Application

Track Your Applications

Estimate

Estimate Payment

Estimate Payment

DEWA Infrastructure NOC Application

1 2 3 4

Search NOC Application Search Owner Submit NOC NOC Number

Search Criteria

Does your proposed work require R.T.A (E-NOC) Number?

☐ Yes

☒ No

Create Search

Search NOC

DEWA NOC No.	RTA No.	Revision No.	Date Submitted	Issue Date	NOC Type	Project Type

Page 0 of 0

Step 3 : Select Identification Type for the Owner and Click Search Owners.

My Account Services Circulars & Regulations Innovation Help & Support

Azaz Ali

Logout

Business eServices

Overview

Owner Registration

NOC Services

Building NOC Application

Getting Electricity & Water Connections

1 2 3 4

Search NOC Application Search Owner Submit NOC NOC Number

Select Identification Type for the Owner

Emirates ID Card

Search Owners

Step 4 : Select the owner (client) for whom you want to apply NOC



My Account
Services
Circulars & Regulations
Innovation
Help & Support

Logout

Business eServices

Overview

Owner Registration

NOC Services

Building NOC Application

Getting Electricity & Water Connections

Infrastructure Services Application

Track Your Applications

Estimate

1 2 3 4

Search NOC Application
Search Owner
Submit NOC
NOC Number

Select Identification Type for the Owner
Emirates ID Card

Search Owners

List of Owners

Owner Number	Owner Name
81028	Test Owner from Portal
17000246	azaz123 ali123
17000245	Azaz123 Ali123
17000212	Azaz36 azaz36
17000037	MOHD ALKAABI
17000017	Onyx Fahedi
17000036	Ramesh Yelanati
17000193	shaik Azaz
17000235	test first5 lats test5
17000236	Test owner6 last owner6

Page 1 of 2

Step 5 : Select the applicable Project Type & NOC Type and fill all the required fields as per your project details



My Account
Services
Circulars & Regulations
Innovation
Help & Support

Azaz Ali
Logout

1
2
3
4

Search NOC Application
Search Owner
Submit NOC
NOC Number

Business eServices
Overview
Owner Registration
NOC Services
Building NOC Application
Getting Electricity & Water Connections
Infrastructure Services Application

General Information

DEWA NOC No.
Reference Dewa No.
NOC Type
Status

Construction NOC
Information NOC
Trial Pit NOC
Preliminary Design NOC
Final Design NOC
Construction NOC
Shop Drawing NOC
Revalidation of Final Design NOC
Revalidation of Construction NOC
Revalidation of Shop Drawing NOC

Reference RTA No.
Revision No.
Date of submission to DEWA

Project Details

Project Type
Your Client's Name
Letter Reference No
Status

Project Details

Project Type
Your Client's Name
Letter Reference No
Project Name

Road Projects – RTA Asphalt & Interlock Work
Network Services – Telecommunication
Network Services – Water Distribution
Network Services – Water Transmission
Road Project - Electricity services diversion
Road Projects – Addressing Signs/Traffic Signs (Ground mount)
Road Projects – Cycle/Jogging Track
Road Projects – Extension / Protection of Ducts
Road Projects – Future Duct Works
Road Projects – Gantry/Cantilever (Traffic/Toll Gate/I.T.S)
Road Projects – Grading Works
Road Projects – Interlock Work
Road Projects – Others
Road Projects – Pedestrian Bridge
Road Projects – Private Asphalt & Interlock Work
Road Projects – Private Asphalt Work
Road Projects – Private Bridges/Interchanges/Ramps/Flyover/R
Road Projects – Private Infrastructure
Road Projects – Public Transport Projects (Bus Shelter/Bus S

Step 6 : Upload the necessary documents as displayed and click submit.

22 | Page

Infrastructure NOC Customer Portal – User Manual.

Version: 2.0, Published on 2nd January 2017



My Account | Services | Circulars & Regulations | Innovation | Help & Support

Search

Last Logged On:
29/12/2016 09:37:48

Logout

Smart Business Services

Overview

Owner Registration

NOC Services

Building NOC Application

Infrastructure NOC Application

DEWA Infrastructure NOC Application

General Information

DEWA Application No. 100034897 Reference RTA No.

Reference Dewa No. Version No. R20

NOC Type Construction NOC Date of submission to DEWA 29.12.2016

Status Additional Document Required

Project Details

Project Type Network Services – District Cooling Project No.

Customer Name Mr. Azaz_owmer sh Company Name Azaz

Letter Reference No.

- Covering Letter along with DEWA reference number of approved Final Design NOC (If applicable).
- Key plan showing the proposed work on Dubai map with North direction.
- General layout plan showing proposed District Cooling Network with DLTN coordinates with exact limit of the work.
- Layout plan showing proposed District Cooling Network details with superimposed existing Electricity Services.
- Layout plan showing proposed District Cooling Network details with superimposed existing Water Services.
- General cross section layout marker plan showing the location of the cross section markers and limits of each cross-section covering area.
- Detailed Cross section with proposed Work showing Horizontal / vertical clearance and protection details, with respect to existing DEWA services.
- Cross Section drawing details showing distribution of services corridor as per RTA ROW cross section or Approved Master Plan for Major projects: 1. Typical / Applicable cross section. 2. Existing / As built Road Condition. 3. Proposed District cooling line with respect to DEWA existing Services /Corridors.
- Layout Plan showing the site arrangement for machineries, equipment, materials, and site access route.
- Detailed program of proposed work.
- Contractor's emergency contact details.
- Detailed Method statement (including protection/crossing of DEWA existing services - If applicable).
- Trial pit /site verification from Transmission Line Maintenance department for 132/400 kV Cable/O.H.L (If applicable).
- Trial pit/site verification from Distribution Maintenance department for 6.6/11/33 kV Cable/O.H.L (If applicable).
- Trial pit verification from Project consultant/client for DEWA Water services (If applicable).
- Others if any
- Others if any

☐ Select the checkbox to submit NOC (If your attachments total size is more than 100MB, divide the files into maximum of 100MB each time and click on "Save as Draft" to add more attachments. Use "Track Your Applications" option to search for the same NOC to add more attachments.

Back Save as Draft

Back

Submit

Note:

- If your NOC application attachments are more than 100mB, save the application as "Save as Draft". Use "Track Your Application" option and search for the same NOC to upload more attachments.
- Repeat the same process until all your attachments are uploaded.
- Click the check box when you are ready to submit the application.
- After successful submission, you will get confirmation by email and text message.



My Account | Services | Circulars & Regulations | Innovation | Help & Support

Azaz Ali
Logout

Business eServices
Overview
Owner Registration
NOC Services
Building NOC Application
Getting Electricity & Water Connections
Infrastructure Services Application
Track Your Applications
Estimate
Estimate Payment

DEWA Infrastructure NOC Application [Print](#)

1 Search NOC Application 2 Search Owner 3 Submit NOC 4 NOC Number

Congratulations , Your application has been successfully submitted and your application number is 0100002003

* The uploading of NOC documents to DEWA server will entirely depend on your internet connection speed.

11. TRACK YOUR APPLICATION

Steps for Tracking your Application

Step 1 : Select Track your application.

My Account | Services | Circulars & Regulations | Innovation | Help & Support

Logout

Business eServices
Overview
Owner Registration
NOC Services
Building NOC Application
Getting Electricity & Water Connections
Infrastructure Services Application
Track Your Applications

Owner Registration
To organize your owner through owner registration procedure by using unique identification key. Single identity for all process in DEWA e.g. Billing, NOC, DA.

Infrastructure Services Application
Enrolled Contractors/Consultants can submit an application to obtain Electricity and Water Infrastructure Services. [more...](#)

Track Your Applications
To view status of your submitted applications and resubmit revised applications.

Getting Electricity & Water Connections
The provision for getting Electricity/Water connection is made as an enhancement of DEWA E-Services, as one window/one step application process. [more...](#)

Change Password
Change your portal password

Building NOC
To Obtain NOC for building permit [more...](#)

Update Profile
Updates your current Profile in DEWA records

Estimate Payment
Make your estimation payment by using secure payment gateway.

Infrastructure NOC
NOC for Infrastructure Projects (Road Projects, Network Services, General Projects and House Connections) within R.O.W / DEWA Reservation / Power Station can be applied here . [more...](#)

Step 2 : Select Infrastructure NOC application from the drop down and input your DEWA NOC No. or RTA NOC reference No. etc.



My Account Services Circulars & Regulations Innovation Help & Support

VenkataKrishna Chava
Logout

Business eServices
Overview
Owner Registration
NOC Services
Building NOC Application
Getting Electricity & Water Connections
Infrastructure Services Application
Track Your Applications
Estimate
Estimate Payment

Track your Application

Search Criteria

DEWA NOC No.
Start Date From Date To Date
Infrastructure NOC Application

Application Status

Request No	R.T.A NOC NO	Project Number	Owner Name	Status	Date of Submission	View Details	Noc Type	Resubmit

Step 3 : Select your required NOC and click on view to display the detailed information which includes DEWA comments, NOC status, NOC detailed history, attachments in approved or commented status, etc.

My Account Services Circulars & Regulations Innovation Help & Support

VenkataKrishna Chava
Logout

Business eServices
Overview
Owner Registration
NOC Services
Building NOC Application
Getting Electricity & Water Connections
Infrastructure Services Application

Search

Application Status

Request No	R.T.A NOC NO	Project Number	Owner Name	Status	Date of Submission	View Details	Noc Type	Resubmit
100001981		4324	VenkataKrishna Chava / 346- Business Bay	Approved-No Objection	20.09.2015	View	Shop Drawing NOC	
100000337			VenkataKrishna Chava / 346- Business Bay	Submitted	17.07.2014	View	Revalidation of Final Design NOC	
100000154		67687	Boxamaiah Bussa / 502-AL WAJEHA, AL BAHRIAH	Approved-No Objection	06.11.2013	View	Y0010	
100000132		30	Deepika Sharma /	Commented	26.08.2013	View	Revalidation of Final Design NOC	Edit

Step 4 : All required information is visible here related to your NOC.



My Account Services Circulars & Regulations Innovation Help & Support	
DEWA Infrastructure NOC Application	
Logout Business eServices Overview Owner Registration NOC Services Building NOC Application Getting Electricity & Water Connections Infrastructure Services Application Track Your Applications Estimate	General Information DEWA NOC No. <input type="text" value="100001981"/> Reference RTA No. <input type="text" value="asdasd"/> Reference Dewa No. <input type="text" value="SADADA"/> Revision No. <input type="text" value=""/> NOC Type <input type="text" value="Shop Drawing NOC"/> Date of submission to DEWA <input type="text" value="25.11.2015"/> Status <input type="text" value="Approved-No Objection"/> Approved Conditions *** General Comments *** 1. fsdfsdf 2. sdfsdfsdf 3. sdfsdfsdfsdf 4. All DEWA NOC conditions should be maintained and any violation; NOC will be suspended and action will be taken as per Law (6)/2015 of Dubai Government. *** Electricity Comments *** 1. sdfsdf 2. sdfsdf 3. sdfsdfsdf *** Water Comments *** 1. sdfsdfsdf 2. sdfsdfsdfsdf 3. sdfsdfsdfsdfsdf Interaction History Approved-No Objection 24.11.2015 13:54:00 ***** General Comments 1. fsdfsdf 2. sdfsdfsdf 3. sdfsdfsdfsdf 4. All DEWA NOC conditions should be maintained and any violation; NOC will be suspended and action will be taken as per Law (6)/2015 of Dubai Governmen Electricity Comments 1. sdfsdf 2. sdfsdf 3. sdfsdfsdf Water Comments 1. sdfsdfsdf 2. sdfsdfsdfsdf 3. sdfsdfsdfsdfsdf Customer Notes uyqet Approved-No Objection - Attachments Use the Option 'Right Click and Save As' Only to download the documents 0100001981

12. NOC RESUBMISSION

Steps for NOC Resubmission



Step 1 : Select Track your application.

My Account Services Circulars & Regulations Innovation Help & Support

Logout

Business eServices

Overview

Owner Registration

NOC Services

Building NOC Application

Getting Electricity & Water Connections

Infrastructure Services Application

Track Your Applications

Estimate

Estimate Payment

Owner Registration
To organize your owner through owner registration procedure by using unique identification key. Single identity for all process in DEWA e.g. Billing, NOC, DA.

Infrastructure Services Application
Enrolled Contractors/Consultants can submit an application to obtain Electricity and Water Infrastructure Services. [more...](#)

Track Your Applications
To view status of your submitted applications and resubmit revised applications.

Getting Electricity & Water Connections
The provision for getting Electricity/Water connection is made as an enhancement of DEWA E-Services, as one window/one step application process. [more...](#)

Change Password
Change your portal password

Building NOC
To Obtain NOC for building permit [more...](#)

Update Profile
Updates your current Profile in DEWA records

Estimate Payment
Make your estimation payment by using secure payment gateway.

Infrastructure NOC
NOC for Infrastructure Projects (Road Projects, Network Services, General Projects and House Connections) within R.O.W / DEWA Reservation / Power Station can be applied here. [more...](#)

Step 2 : Select Infrastructure NOC application from the drop down and input your DEWA NOC No. or RTA NOC reference No. etc.

My Account Services Circulars & Regulations Innovation Help & Support

VenkataKrishna Chava

Logout

Business eServices

Overview

Owner Registration

NOC Services

Building NOC Application

Getting Electricity & Water Connections

Infrastructure Services Application

Track Your Applications

Estimate

Estimate Payment

Track your Application

Search Criteria

DEWA NOC No.

Start Date

Infrastructure NOC Application

From Date To Date

Search

Application Status

Request No	R.T.A NOC NO	Project Number	Owner Name	Status	Date of Submission	View Details	Noc Type	Resubmit

Step 3 : Select your required NOC and click on Edit to view comments from DEWA



My Account Services Circulars & Regulations Innovation Help & Support

VenkataKrishna Chava Logout

Business eServices

Overview

Owner Registration

NOC Services

Building NOC Application

Getting Electricity & Water Connections

Infrastructure Services Application

Track Your Applications

Estimate

Track your Application

Search Criteria

DEWA NOC No. []

Start Date [] From Date [] To Date []

Infrastructure NOC Application []

Search

Application Status

Request No	R.T.A NOC NO	Project Number	Owner Name	Status	Date of Submission	View Details	Noc Type	Resubmit
100001981		4324	VenkataKrishna Chava / 346- Business Bay	Approved-No Objection	20.09.2015	View	Shop Drawing NOC	
100000337			VenkataKrishna Chava / 346- Business Bay	Submitted	17.07.2014	View	Revalidation of Final Design NOC	
100000154		67687	Bixamalah Bussa / 502-AL WAJEHA AL BAHRIAH	Approved-No Objection	06.11.2013	View	Y0010	
100000132		30	Deepika Sharma /	Commented	26.08.2013	View	Revalidation of Final Design NOC	Edit

Step 4 : Upload the necessary documents as per comments from DEWA

My Account Services Circulars & Regulations Innovation Help & Support Search

Last Logged On: 29/12/2016 09:37:48 Logout

Smart Business Services

Overview

Owner Registration

NOC Services

Building NOC Application

Infrastructure NOC Application

DEWA Infrastructure NOC Application

General Information

DEWA Application No. 100034897 Reference RTA No. []

Reference Dewa No. [] Version No. R20

NOC Type Construction NOC Date of submission to DEWA 29.12.2016

Status Additional Document Required

Project Details

Project Type Network Services – District Cooling Project No. []

Customer Name Mr. Azaz_owner sh Company Name Azaz

Letter Reference No []

- Covering Letter along with DEWA reference number of approved Final Design NOC (If applicable).
- Key plan showing the proposed work on Dubai map with North direction.
- General layout plan showing proposed District Cooling Network with DLTN coordinates with exact limit of the work.
- Layout plan showing proposed District Cooling Network details with superimposed existing Electricity Services.
- Layout plan showing proposed District Cooling Network details with superimposed existing Water Services.
- General cross section layout marker plan showing the location of the cross section markers and limits of each cross-section covering area.
- Detailed Cross section with proposed Work showing Horizontal / vertical clearance and protection details, with respect to existing DEWA services.
- Cross Section drawing details showing distribution of services corridor as per RTA ROW cross section or Approved Master Plan for Major projects: 1. Typical / Applicable cross section. 2. Existing / As built Road Condition. 3. Proposed District cooling line with respect to DEWA existing Services /Corridors.
- Layout Plan showing the site arrangement for machineries, equipment, materials, and site access route.
- Detailed program of proposed work.
- Contractor's emergency contact details.
- Detailed Method statement (including protection/crossing of DEWA existing services - If applicable).
- Trial pit/site verification from Transmission Line Maintenance department for 132/400 kV Cable/O.H.L (If applicable).
- Trial pit/site verification from Distribution Maintenance department for 6.6/11/33 kV Cable/O.H.L (If applicable).
- Trial pit verification from Project consultant/client for DEWA Water services (If applicable).
- Others if any
- Others if any

Select the checkbox to submit NOC (If your attachments total size is more than 100MB, divide the files into maximum of 100MB each time and click on "Save as Draft" to add more attachments. Use "Track Your Applications" option to search for the same NOC to add more attachments.

Back Save as Draft

Back Resubmit

Note:

- If your NOC application attachments are more than 100MB, save the application as "Save as Draft". Use "Track Your Application" option and search for the same NOC to upload more attachments.



2. Repeat the same process until all your attachments are uploaded.
3. Click the check box when you are ready to submit the application.
4. After successful submission, you will get confirmation by email and text message.

13. ATTACHMENTS DOWNLOADING

Step 1 : Select Track your application.

The screenshot shows the DEWA Customer Portal dashboard. The top navigation bar includes 'My Account', 'Services', 'Circulars & Regulations', 'Innovation', and 'Help & Support'. The left sidebar contains 'Logout', 'Business eServices', 'Overview', 'Owner Registration', 'NOC Services', 'Building NOC Application', 'Getting Electricity & Water Connections', 'Infrastructure Services Application', and 'Track Your Applications' (highlighted with a red box). The main content area displays several service tiles: 'Owner Registration', 'Infrastructure Services Application', 'Track Your Applications' (with a magnifying glass icon), 'Getting Electricity & Water Connections', 'Change Password', 'Building NOC', 'Update Profile', 'Estimate Payment', and 'Infrastructure NOC'. Each tile includes a brief description and a 'more...' link.

Step 2 : Select Infrastructure NOC application from the drop down and input your DEWA NOC No. or RTA NOC reference No. etc. and click search



My Account Services Circulars & Regulations Innovation Help & Support

VenkataKrishna Chava Logout

Business eServices Overview Owner Registration NOC Services Building NOC Application Getting Electricity & Water Connections Infrastructure Services Application Track Your Applications Estimate Estimate Payment

Track your Application

Search Criteria

DEWA NOC No. Start Date Infrastructure NOC Application From Date To Date

Search

Application Status

Request No	R.T.A NOC NO	Project Number	Owner Name	Status	Date of Submission	View Details	Noc Type	Resubmit

Step 3 : Select your approved Infrastructure NOC application and click on view

My Account Services Circulars & Regulations Innovation Help & Support

VenkataKrishna Chava Logout

Business eServices Overview Owner Registration NOC Services Building NOC Application Getting Electricity & Water Connections Infrastructure Services Application

Search

Application Status

Request No	R.T.A NOC NO	Project Number	Owner Name	Status	Date of Submission	View Details	Noc Type	Resubmit
100001981		4324	VenkataKrishna Chava / 346- Business Bay	Approved-No Objection	20.09.2015	View	Shop Drawing NOC	
100000337			VenkataKrishna Chava / 346- Business Bay	Submitted	17.07.2014	View	Revalidation of Final Design NOC	
100000154		67687	Bixamaiah Bussa / 502-AL WAJEHA AL BAHRIAH	Approved-No Objection	06.11.2013	View	Y0010	
100000132		30	Deepika Sharma /	Commented	26.08.2013	View	Revalidation of Final Design NOC	Edit

Step 4 : Right click on the desired attachment and save on your system local folder



My Account Services Circulars & Regulations Innovation Help & Support	
DEWA Infrastructure NOC Application	
Logout Business eServices Overview Owner Registration NOC Services Building NOC Application Getting Electricity & Water Connections Infrastructure Services Application Track Your Applications Estimate	General Information DEWA NOC No. <input type="text" value="100001981"/> Reference RTA No. <input type="text" value="asdasd"/> Reference Dewa No. <input type="text" value="SADADA"/> Revision No. <input type="text" value=""/> NOC Type <input type="text" value="Shop Drawing NOC"/> Date of submission to DEWA <input type="text" value="25.11.2015"/> Status <input type="text" value="Approved-No Objection"/>
	Approved Conditions *** General Comments *** 1. fsdfsdf 2. sdfsdfsdf 3. sdfsdfsdfsdf 4. All DEWA NOC conditions should be maintained and any violation; NOC will be suspended and action will be taken as per Law (6)/2015 of Dubai Government. *** Electricity Comments *** 1. sdfsdf 2. sdfsdf 3. sdfsdfsdf *** Water Comments *** 1. sdfsdfsdf 2. sdfsdfsdfsdf 3. sdfsdfsdfsdfsdf
	Interaction History Approved-No Objection 24.11.2015 13:54:00 ***** General Comments 1. fsdfsdf 2. sdfsdfsdf 3. sdfsdfsdfsdf 4. All DEWA NOC conditions should be maintained and any violation; NOC will be suspended and action will be taken as per Law (6)/2015 of Dubai Governmen Electricity Comments 1. sdfsdf 2. sdfsdf 3. sdfsdfsdf Water Comments 1. sdfsdfsdf 2. sdfsdfsdfsdf 3. sdfsdfsdfsdfsdf
	Customer Notes <input type="text" value="uyqet"/>
	Approved-No Objection - Attachments Use the Option 'Right Click and Save As' Only to download the documents <input type="text" value="0100001981"/>

14. CONTACT US



If you require any clarification or you face any difficulty in using this portal, please contact:

Riyaz Ahamed: 04-3221286 / riyaz.ahamed@dewa.gov.ae

Romaan Shafi Vakil: 04-3221288 / romaan.vakil@dewa.gov.ae

Or

Send us an email at: iip.noc@dewa.gov.ae

Call us at: **04-3221614**

Visit us at: **DEWA Warsan Office - Ground Floor NOC Customer Service Center**